GlobalSCAPE® DMZ Gateway, v.2

User Guide

Module for EFT Server 6.0

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INTRODUCTION TO GLOBALSCAPE® DMZ GATEWAY

GlobalSCAPE® DMZ Gateway is designed to reside in the demilitarized zone and provide secure communication with EFT Server behind intranet firewalls without requiring any inbound firewall holes between the internal network and the DMZ.

- DMZ Gateway (single-Site) supports connections from EFT Server or EFT Server - Enterprise.
- DMZ Gateway Enterprise (multi-Site) connects to EFT Server Enterprise only. DMZ Gateway Enterprise supports multiple simultaneously connected Sites. DMZ Gateway Enterprise can listen at the same IP address to one or more Sites on EFT Server, as long as the Sites that are connected each request a different port. If you want multiple Sites to use the same port, for example, if you want Site A listening on port 80 for plaintext HTTP connections and Site B listening on port 80 for WTC connections, then a 1-to-1 mapping is required to avoid port conflicts. You can do this with DMZ Gateway Enterprise by creating one or more *Profiles* in DMZ Gateway that can each map to one or more Sites.

PEER NOTIFICATION

EFT Server establishes peer notification channels with DMZ Gateway, and then DMZ Gateway sends all data only through these channels. The peer notification channel (PNC), the outbound-initiated two-way socket connection used for communication, by default on port 44500 on the DMZ Gateway, acts as a proxy for all transmissions through DMZ Gateway; the result is that EFT Server behaves just as if it were in the DMZ, but it is actually safely behind the internal network firewall. The peer notification channel replaces the traditional inbound socket connection method for socket communications. EFT Server and DMZ Gateway communicate over a peer-notification channel using a proprietary protocol. Requests for client connectivity to DMZ Gateway are forwarded to EFT Server; EFT Server then opens connections to DMZ Gateway using a raw socket connection; the DMZ Gateway then pipes all data to the internal server using this socket without any translation. Thus, if the client is using HTTPS, then HTTPS traffic goes over that pipe.

There is no forwarding of client requests. The port that EFT Server and DMZ Gateway use to communicate with each other is used for PNC communication and EFT Server -> DMZ Gateway sockets for the brokering of client connections. EFT Server specifies which ports on DMZ Gateway are used for the various protocols. For example, you could use port 21 for plaintext in the back end Server using local traffic, but configure DMZ Gateway to listen to port 2112 for FTP traffic. You could also enable ports and protocols on the backend Server, but disable them on DMZ Gateway.

After restart or settings change, EFT Server determines whether a DMZ Gateway is configured. If so, EFT Server tries to establish a connection. After it connects, EFT Server assumes that DMZ Gateway exists and works correctly. In case of any error (e.g., connection refused, connection reset by peer, PNC protocol error) EFT Server reconnects. It does not matter whether such errors occurred during connection initialization or later when transfers are taking place. That is, any connection error or PNC protocol error causes EFT Server to remove any existing connection objects and attempt to create a new PNC connection. This allows EFT Server to be independent of DMZ Gateway configuration. EFT Server starts working with DMZ Gateway as soon as DMZ Gateway is running and configured properly. EFT Server polls DMZ Gateway using the Connect() function while trying to maintain the PNC connection in a proper state. Any error causes a reconnect.

CLIENT IMPERSONATION

DMZ Gateway performs *client impersonation*, which means it replaces EFT Server's socket IP addresses and port settings with values taken from the connecting client socket. None of the sockets created through DMZ Gateway have the DMZ Gateway IP address and port; instead, all sockets created through DMZ Gateway have the IP address and port of the client connection. All information stored in logs or shown in the Administrator status pane have the actual connecting client IP addresses and ports.

Authentication is delegated to the back end EFT Server, as if the client were logging in directly to EFT Server from the internal network. DMZ Gateway essentially acts as a Layer 3 router and simply routes data from the client to EFT Server. Shown below is the general sequence. This sequence assumes that EFT Server has already established the Peer Notification Channel (PNC) to the DMZ Gateway.

1. Client makes socket connection to DMZ Gateway.
2. DMZ Gateway sends notification message to EFT Server using PNC.
3. EFT Server opens a new outbound connection to DMZ Gateway Server.
4. DMZ Gateway "glues together" the client socket with EFT Server socket established in step 3.
5. DMZ Gateway routes data between client and EFT Server.
6. Client and EFT Server proceed as if the client were connected directly to EFT Server.

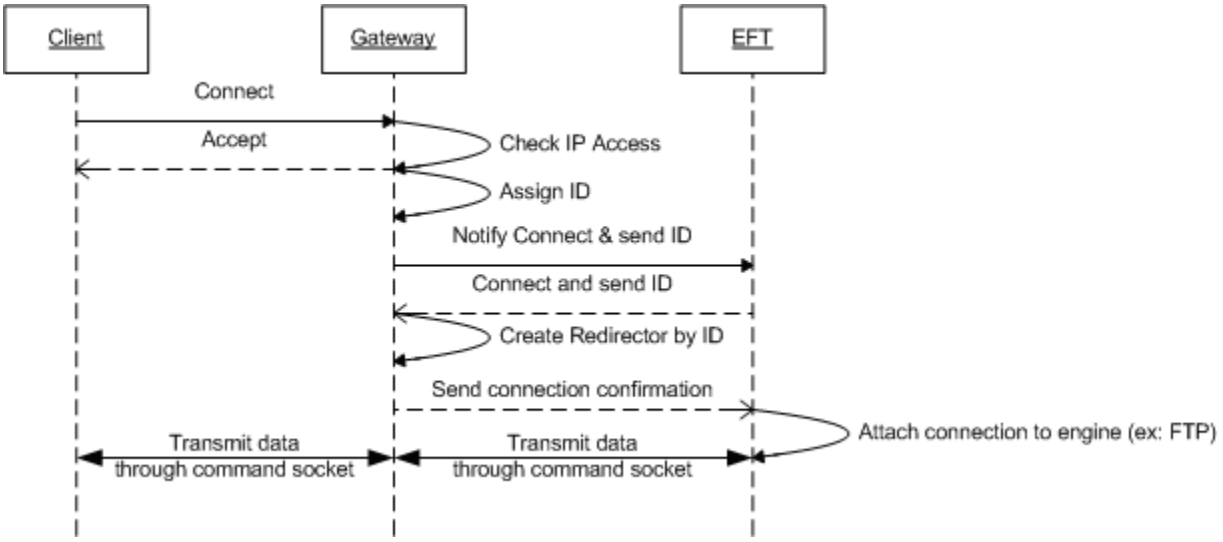
DMZ GATEWAY PACKET FORWARDING

DMZ Gateway is not a network hardware device like a bridge/router, so it does not "pass through" modified packets. The DMZ Gateway application (at the application layer) reads in a buffer full of data from the client TCP/IP stream (~4KB) and then sends that data over EFT Server's TCP/IP socket. They are completely different TCP/IP packets, with different source and destination locations. The headers, therefore, are different; depending upon the routes, the packet fragmentation, window size, and so on might be different, however, the payload is NOT changed at all.

SECURING DMZ GATEWAY DATA

DMZ Gateway allows or restricts incoming EFT Server Peer Notification Channel (PNC) connections based upon IP address. No username/password credentials are sent over the channel to establish the connection. The data over this channel is a binary header/payload message system with name/value pairs and serialized data. There is nothing sensitive contained in the PNC notifications that requires encryption.

The brokered sockets that "glue together" client connections to EFT Server are not encrypted unless you are using SSL- or SSH-based protocols. You should use SSL- or SSH-based protocols to encrypt sensitive information. If a client is using a plain text protocol to communicate to EFT Server, then the path from the client to DMZ Gateway is in clear text, and the data traveling over the WAN is vulnerable to malicious users. Securing the data on the short path from DMZ Gateway to EFT Server provides little added security, because the route from the DMZ Gateway to EFT Server is owned by the same enterprise, and not likely to have threats; however, if the client is connecting to EFT Server using SFTP or an SSL-based protocol (FTPS or HTTPS), then the data is encrypted when it is sent to the DMZ Gateway, and the bytes are passed through to EFT Server and to the WAN in that same encrypted format.



DMZ Gateway configuration is obtained only from EFT Server and used until changed at EFT Server. The configuration tells DMZ Gateway on which ports and IP addresses it should listen (e.g., 21, 22, 80), and which IP addresses are allowed access. The ports and IP addresses can be configured for each Site independently. EFT Server sends new configuration to DMZ Gateway, which restarts the listening sockets if needed. The configuration is never stored on DMZ Gateway.

If the PNC connection is broken, DMZ Gateway stops listening on all sockets and waits until EFT Server reconnects to the PNC. All existing sockets are open and continue working normally. Once EFT Server reconnects, DMZ Gateway restarts all listening sockets and continues operation.

INSTALLING & ACTIVATING DMZ GATEWAY

The topics below provide instructions for installing and activating DMZ Gateway.

SYSTEM REQUIREMENTS FOR DMZ GATEWAY

The GlobalSCAPE Quality Assurance team tests our products with a variety of operating systems, software, and hardware. It is possible for DMZ Gateway to function with other operating systems, software, and hardware, but is only tested and approved for use with the following:

- XP Pro, Vista, Server 2003, and Server 2008
- x86 compatible processor (tested with 600 MHz dual zeon to 3Ghz dual core)
- 1GB memory
- 1024x768 resolution or higher display
- DMZ Gateway Enterprise (multi-Site) accepts incoming connections only from EFT Server Enterprise version 6, and EFT Server version 5.
- DMZ Gateway single-Site version accepts incoming connections from EFT Server versions 5 and 6, and EFT Server Enterprise version 6.

INSTALLING DMZ GATEWAY

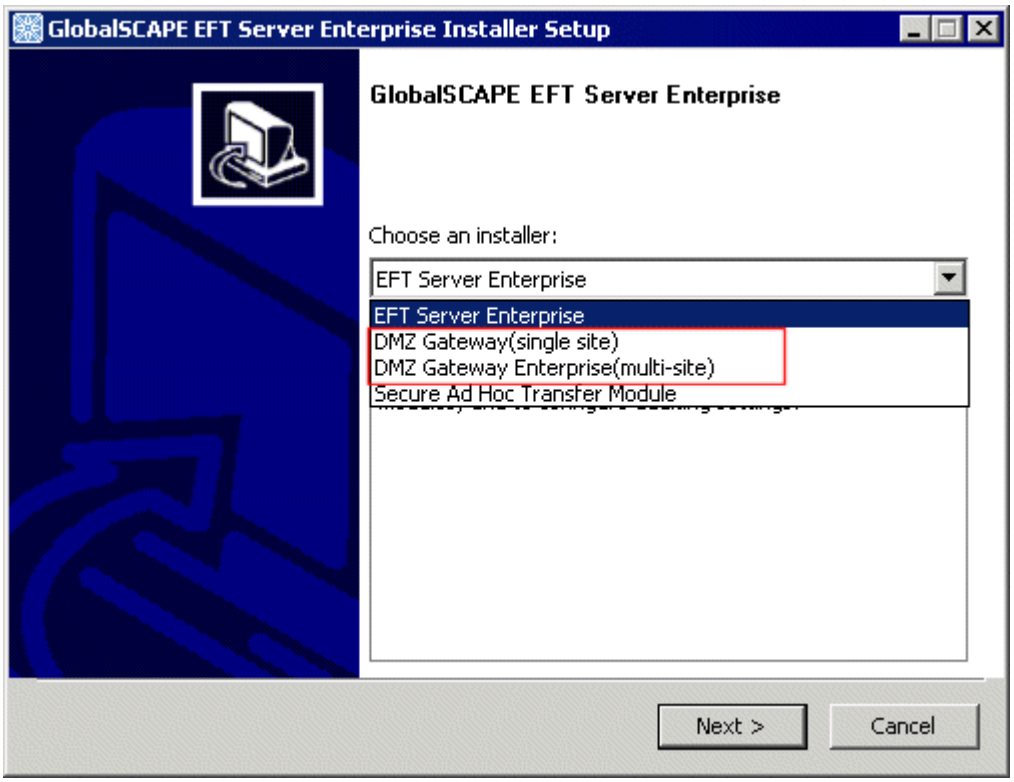
Two versions of DMZ Gateway are available: DMZ Gateway (single Site) and DMZ Gateway Enterprise (multi-Site). DMZ Gateway (single Site) is available as an add-on module to EFT Server (basic) or EFT Server Enterprise. DMZ Gateway Enterprise is available only with EFT Server Enterprise edition. Neither edition requires the use of a trial serial number, however, both have a 30-day trial period after which you must provide a serial number to continue using the product.

EFT Server and DMZ Gateway must be installed on separate computers.

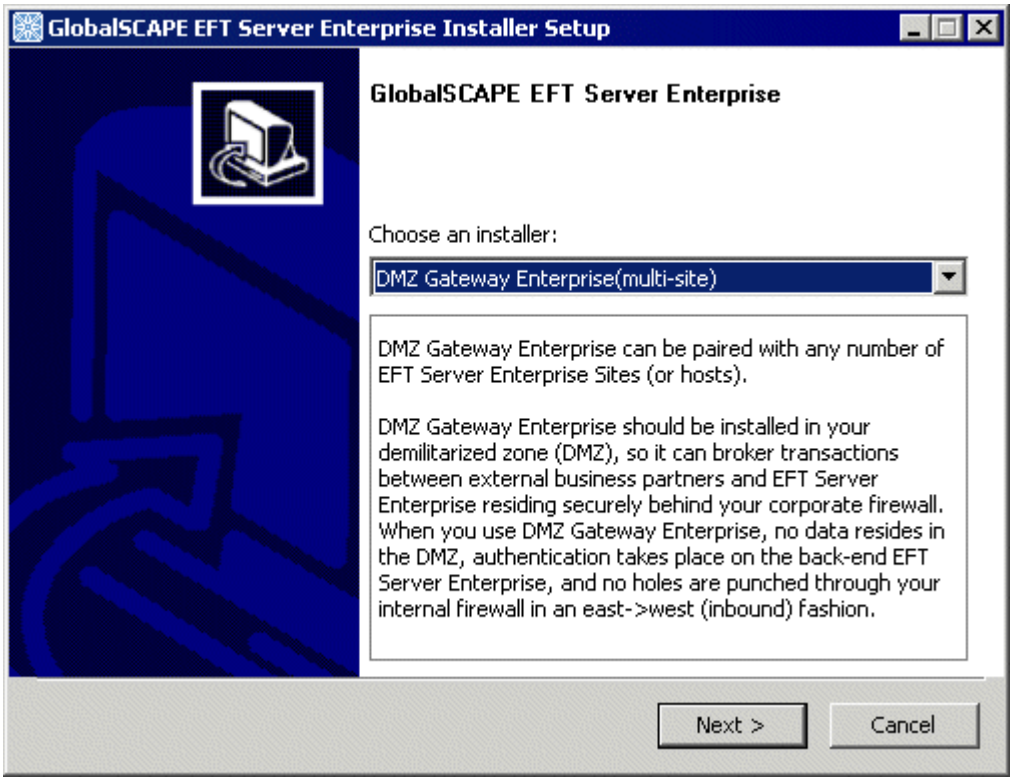
For details of clustering with the DMZ Gateway, refer to http://help.globalscape.com/help/guides/InstallingDMZGatewayInCluster.pdf.

To install DMZ Gateway (single or multi-site)

1. Close all unnecessary applications so that the installer can update system files without rebooting the computer.
2. The DMZ Gateway is installed with the same installer used to install EFT Server. Start the installer. The **Choose an installer** page appears.



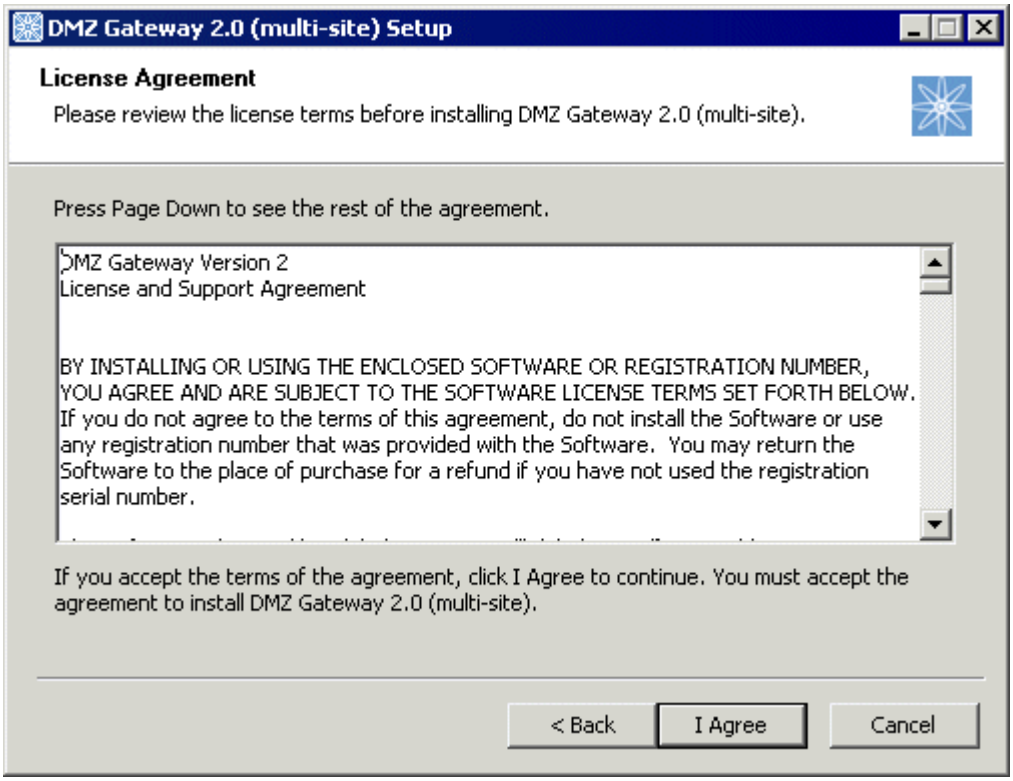
3. Click **DMZ Gateway (single site)** or **DMZ Gateway Enterprise (multi-site)**, then click **Next**. The installer description appears.


GlobalSCAPE EFT Server Enterprise Installer Setup
GlobalSCAPE EFT Server Enterprise
Choose an installer:
DMZ Gateway Enterprise(multi-site)
DMZ Gateway Enterprise can be paired with any number of EFT Server Enterprise Sites (or hosts).
DMZ Gateway Enterprise should be installed in your demilitarized zone (DMZ), so it can broker transactions between external business partners and EFT Server Enterprise residing securely behind your corporate firewall. When you use DMZ Gateway Enterprise, no data resides in the DMZ, authentication takes place on the back-end EFT Server Enterprise, and no holes are punched through your internal firewall in an east->west (inbound) fashion.
Next >
Cancel

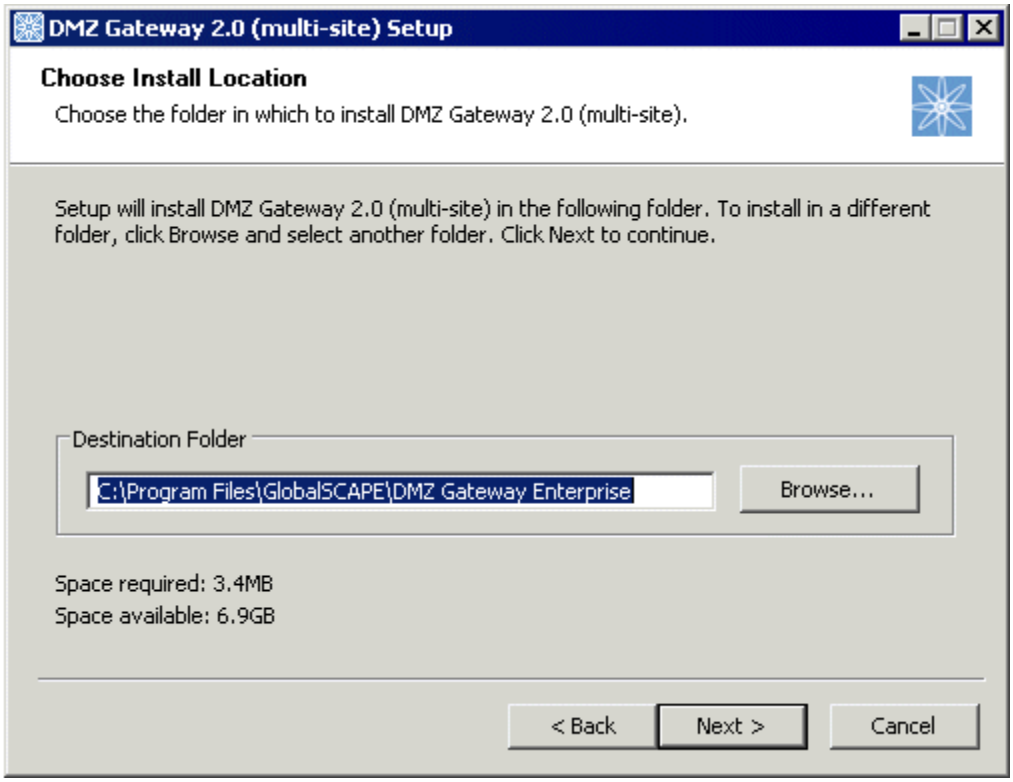
4. Click **Next**. The **Welcome** page appears.

DMZ Gateway 2.0 (multi-site) Setup
Welcome To the DMZ Gateway 2.0 (multi-site) Setup program
This wizard will guide you through the installation of DMZ Gateway 2.0 (multi-site).
It is recommended that you close all other applications before starting Setup. This will make it possible to update relevant system files without having to reboot your computer.
Click Next to continue.
Next >
Cancel

5. Click **Next**. The **License Agreement** appears.

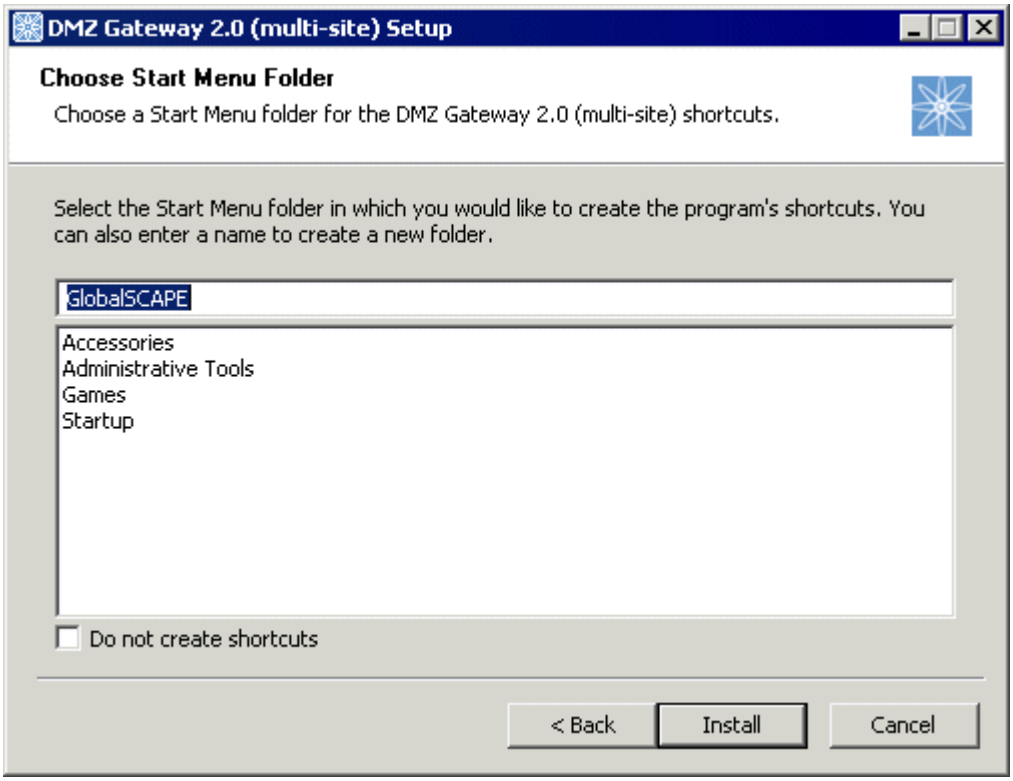

DMZ Gateway 2.0 (multi-site) Setup
License Agreement
Please review the license terms before installing DMZ Gateway 2.0 (multi-site).
Press Page Down to see the rest of the agreement.
DMZ Gateway Version 2
License and Support Agreement
BY INSTALLING OR USING THE ENCLOSED SOFTWARE OR REGISTRATION NUMBER, YOU AGREE AND ARE SUBJECT TO THE SOFTWARE LICENSE TERMS SET FORTH BELOW. If you do not agree to the terms of this agreement, do not install the Software or use any registration number that was provided with the Software. You may return the Software to the place of purchase for a refund if you have not used the registration serial number.
If you accept the terms of the agreement, click I Agree to continue. You must accept the agreement to install DMZ Gateway 2.0 (multi-site).
< Back
I Agree
Cancel

6. Read the license then click **I Agree**. The **Choose Install Location** page appears.


DMZ Gateway 2.0 (multi-site) Setup
Choose Install Location
Choose the folder in which to install DMZ Gateway 2.0 (multi-site).
Setup will install DMZ Gateway 2.0 (multi-site) in the following folder. To install in a different folder, click Browse and select another folder. Click Next to continue.
Destination Folder
C:\Program Files\GlobalSCAPE\DMZ Gateway Enterprise
Browse...
Space required: 3.4MB
Space available: 6.9GB
< Back
Next >
Cancel

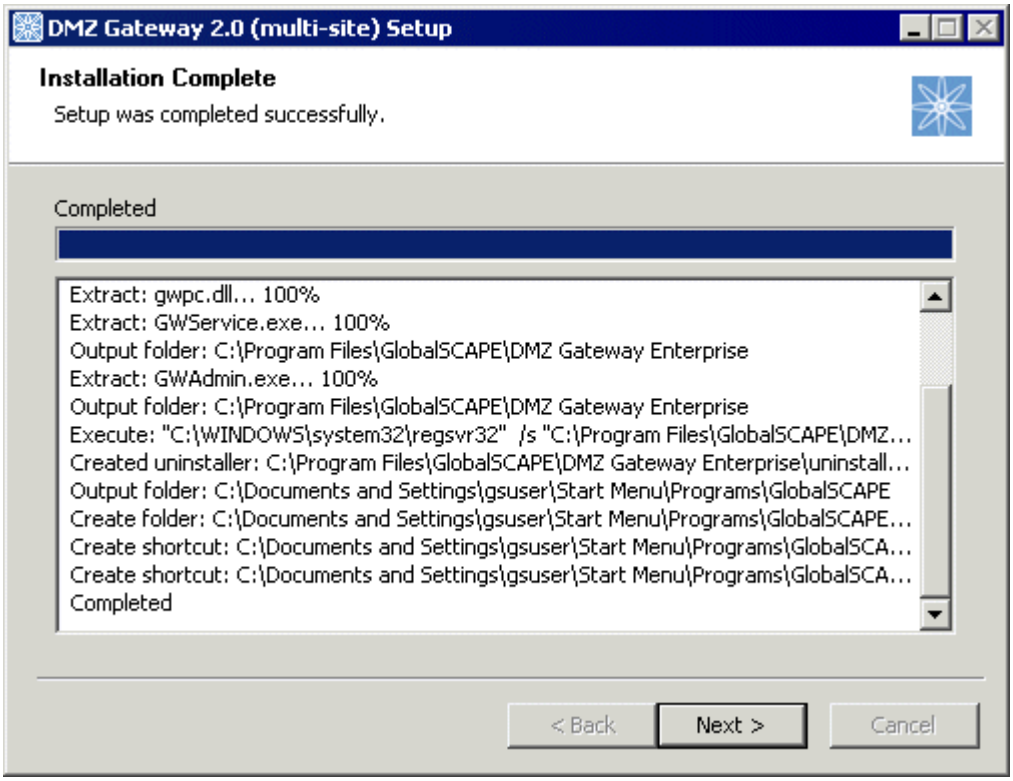
The **Destination Folder** box displays the default location. Keep the default displayed in the box or click **Browse** to specify a different location. Also displayed is the amount of hard drive space required to install the program.

7. Click **Next**. The shortcuts page appears.

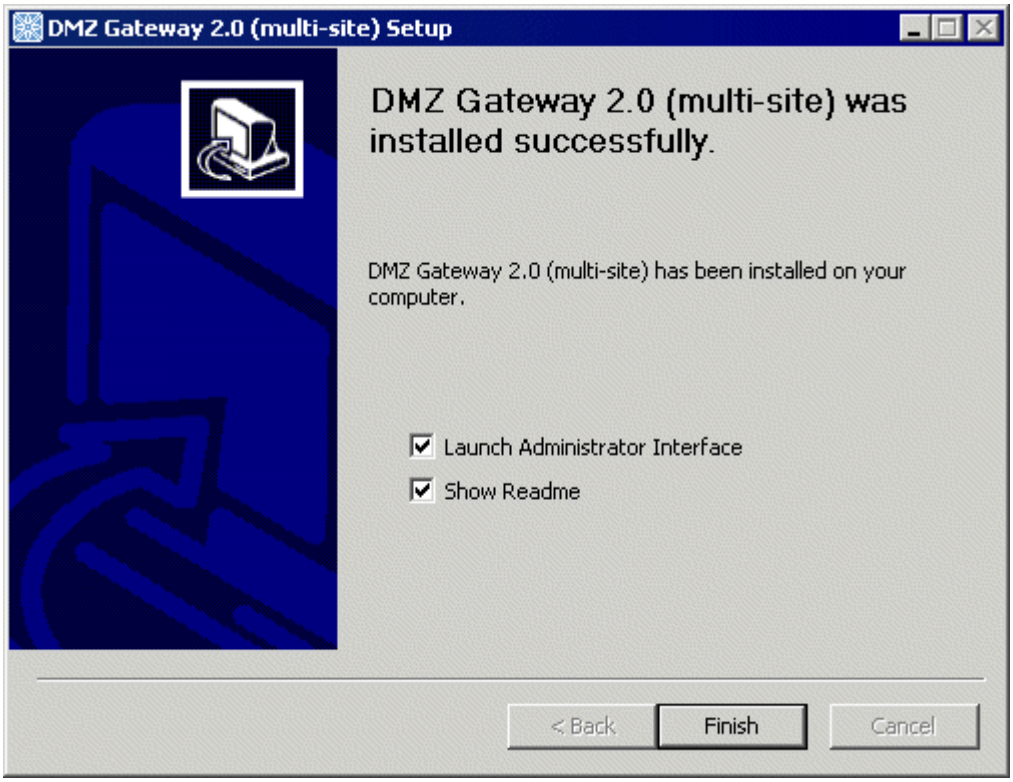

DMZ Gateway 2.0 (multi-site) Setup
Choose Start Menu Folder
Choose a Start Menu folder for the DMZ Gateway 2.0 (multi-site) shortcuts.
Select the Start Menu folder in which you would like to create the program's shortcuts. You can also enter a name to create a new folder.
GlobalSCAPE
Accessories
Administrative Tools
Games
Startup
Do not create shortcuts
< Back
Install
Cancel

A shortcut to open the DMZ Gateway interface will be installed on the Start Menu in a folder called **GlobalSCAPE**. You can keep this default location, specify a different location in which to install the shortcut, or select the **Do not create shortcuts** check box if you do not want to create shortcuts.

8. Click **Install**. The product is installed and the installation log appears.


DMZ Gateway 2.0 (multi-site) Setup
Installation Complete
Setup was completed successfully.
Completed
Extract: gwpc.dll... 100%
Extract: GWService.exe... 100%
Output folder: C:\Program Files\GlobalSCAPE\DMZ Gateway Enterprise
Extract: GWAdmin.exe... 100%
Output folder: C:\Program Files\GlobalSCAPE\DMZ Gateway Enterprise
Execute: "C:\WINDOWS\system32\regsvr32" /s "C:\Program Files\GlobalSCAPE\DMZ...
Created uninstaller: C:\Program Files\GlobalSCAPE\DMZ Gateway Enterprise\uninstall...
Output folder: C:\Documents and Settings\gsuser\Start Menu\Programs\GlobalSCAPE
Create folder: C:\Documents and Settings\gsuser\Start Menu\Programs\GlobalSCAPE...
Create shortcut: C:\Documents and Settings\gsuser\Start Menu\Programs\GlobalSCA...
Create shortcut: C:\Documents and Settings\gsuser\Start Menu\Programs\GlobalSCA...
Completed
< Back
Next >
Cancel

9. Click **Next**. The completed page appears.



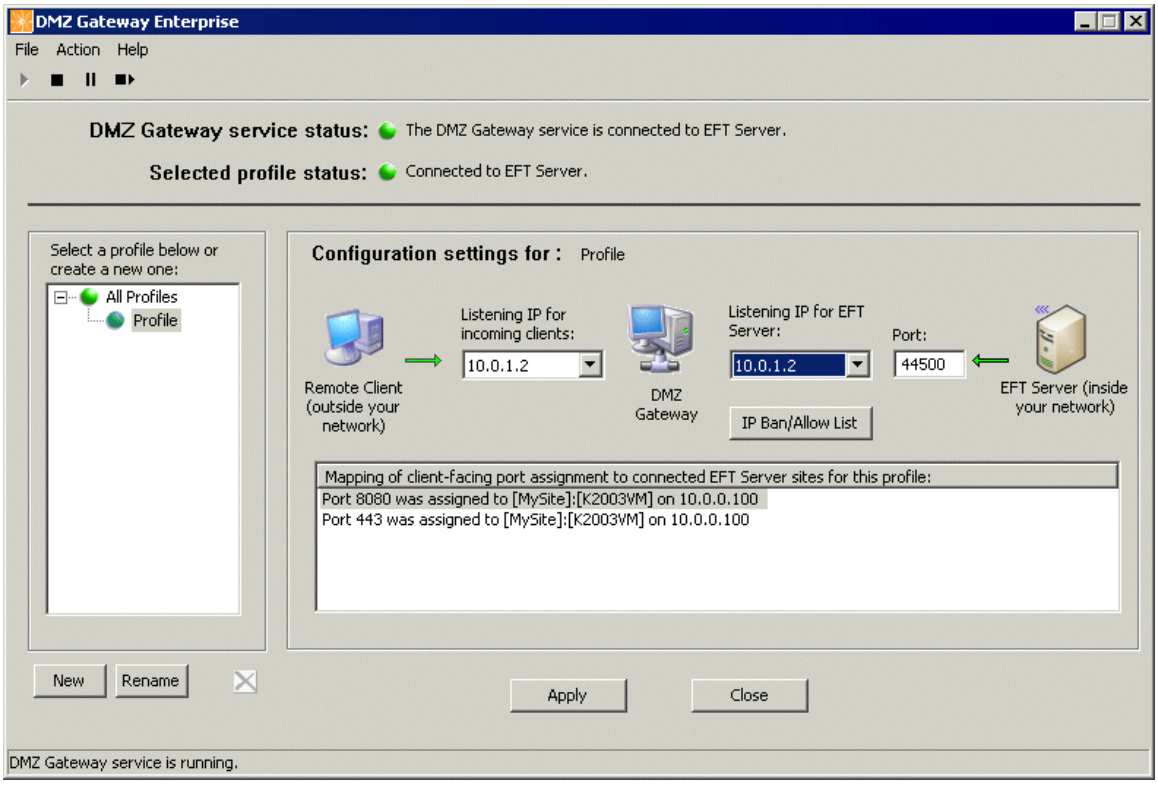
The **Launch Administrator Interface** and **Show Readme** check boxes are selected by default. Clear the check boxes if you do not want to read the release notes or launch the interface to configure DMZ Gateway. (You can also access the release notes, **notes.txt**, in the installation folder.)

10. Click **Finish**.

    - If you left the **Show Readme** check box selected, the release notes appear.
    - If you left the **Launch Administrator Interface** check box selected, the **Welcome** page appears.

Welcome to GlobalSCAPE DMZ Gateway
Welcome to DMZ Gateway Enterprise!
During your 30 day trial period, all features are fully functional.
If you have already purchased a license for DMZ Gateway Enterprise, click Activate Now below to activate the software. Click Continue Trial to proceed with the evaluation.
Note: You must be connected to the Internet to activate DMZ Gateway Enterprise.
©2009 GlobalSCAPE, Inc. All rights reserved.
EFT Server
DMZ Gateway Enterprise
Contact Sales
Support
Contact Us:
1-800-290-5054 or
1-210-308-8267
Enter Serial Number
Start Trial

11. Activate DMZ Gateway or start the trial evaluation.
12. If a message appears asking if you want to start the DMZ Gateway service, click **Yes**. The DMZ Gateway Administrator interface appears. If you have already provided the DMZ Gateway computer's IP address to EFT Server, the interface should show that you are connected. If not, connect to EFT Server and provide the DMZ Gateway's IP address on the **Gateway** node of the Site and Configure DMZ Gateway to connect to EFT Server.


DMZ Gateway Enterprise
File Action Help
DMZ Gateway service status: The DMZ Gateway service is connected to EFT Server.
Selected profile status: Connected to EFT Server.
Select a profile below or create a new one:
All Profiles
Profile
Configuration settings for : Profile
Remote Client (outside your network)
Listening IP for incoming clients:
10.0.1.2
DMZ Gateway
Listening IP for EFT Server:
10.0.1.2
Port:
44500
EFT Server (inside your network)
IP Ban/Allow List
Mapping of client-facing port assignment to connected EFT Server sites for this profile:
Port 8080 was assigned to [MySite]:[K2003VM] on 10.0.0.100
Port 443 was assigned to [MySite]:[K2003VM] on 10.0.0.100
New
Rename
Apply
Close
DMZ Gateway service is running.

ACTIVATING DMZ GATEWAY

To continue using DMZ Gateway after the 30-day trial has expired, you must activate it by registering the serial number.

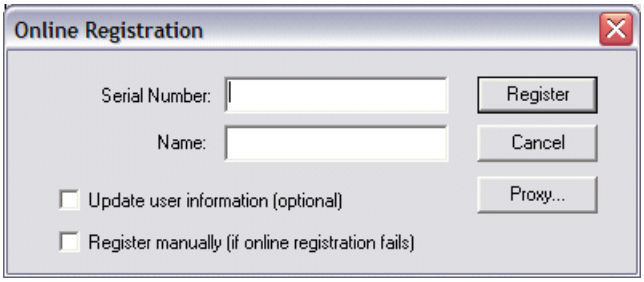
To activate online, you must be connected to the Internet, and registration must be performed through EFT Administrator on the EFT Server computer. You cannot activate through a remote installation of EFT Administrator.

You can also e-mail the manual registration information to GlobalSCAPE Technical Support. GlobalSCAPE will confirm your registration and send you a **.reg** file. You can send the e-mail from any computer with Internet access, and then transfer the **.reg** file to the computer on which you are installing the software.

- If you are moving a Server from one computer to another, contact the GlobalSCAPE customer service team or your account manager so that we can adjust your account on our activation and registration server. Activation on the new computer will not be possible until the adjustment is made.
- If you are upgrading a Server residing in a clustered environment, contact GlobalSCAPE technical support for assistance.
- If EFT Server is installed on Windows 2003, log in to EFT Server as a user with an account having administrator privileges instead of "Local System" privileges to write the **.reg** file to the registry.

To activate DMZ Gateway

1. Open the DMZ Gateway Administrator Interface and click **Enter Serial Number.** The **Online Registration** dialog box appears.



2. In the **Serial Number** field, provide your serial number.
3. In the **Name** field, provide your name and/or your company name.
4. (Optional) If you have changed the name on the account since registering the trial or previous serial number, select the **Update user information** check box.
5. If you are behind a proxy, click **Proxy** and configure the proxy settings.

If a firewall or a proxy server is in use, your network administrator should ensure that outbound port 80 is open during the registration process.

6. Click **Register**. You should receive a message confirming registration.
7. Click **OK**. Registration is complete.

If you have any problems with activation, visit GlobalSCAPE Customer Support, at http://www.globalscape.com/support/customerservice.aspx.

CONFIGURING DMZ GATEWAY

The topics below provide instructions for configuring DMZ Gateway.

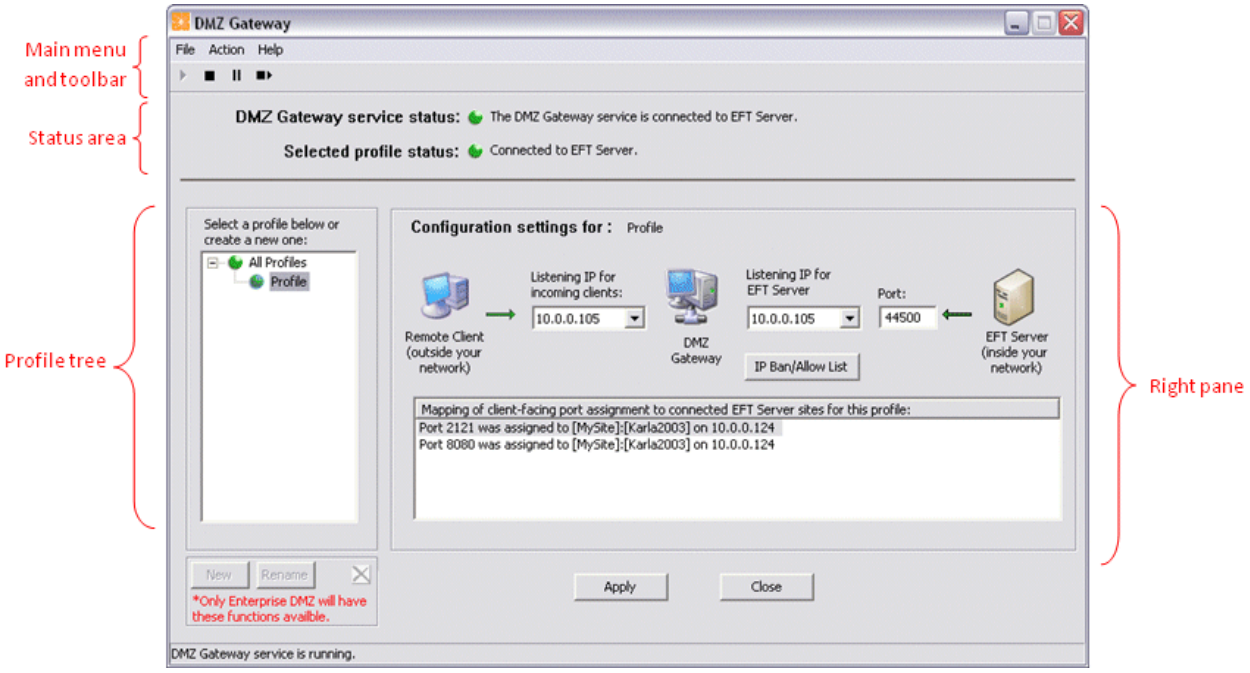
THE DMZ GATEWAY INTERFACE

The DMZ Gateway Enterprise interface is used for mapping and viewing DMZ Gateway connections. The group of configuration settings is called a *Profile*. The interface displays the configuration for the last Profile modified or viewed the last time the interface was opened or the first (default) Profile if no "last viewed" profile value is available.

The DMZ Gateway service status appears in the Status area with the status of the Profile selected in the tree.

- A red icon indicates that the DMZ Gateway Service is not running.
- A warning icon indicates that the DMZ Gateway Service is running, but one or more profiles have errors or the profile is ready and listening, but no Servers are connected.
- A green icon indicates that the DMZ Gateway Service is running and connected to EFT Server.

When a Profile is selected in the Profile tree, its status appears in the Status area (e.g., "Connected to EFT Server"), and the right pane displays its configuration.


Main menu and toolbar
Status area
Profile tree
Right pane
DMZ Gateway
File Action Help
DMZ Gateway service status: The DMZ Gateway service is connected to EFT Server.
Selected profile status: Connected to EFT Server.
Select a profile below or create a new one:
All Profiles
Profile
Configuration settings for : Profile
Listening IP for incoming clients:
10.0.0.105
Listening IP for EFT Server
10.0.0.105
Port:
44500
Remote Client (outside your network)
DMZ Gateway
EFT Server (inside your network)
IP Ban/Allow List
Mapping of client-facing port assignment to connected EFT Server sites for this profile:
Port 2121 was assigned to [MySite]:[Karla2003] on 10.0.0.124
Port 8080 was assigned to [MySite]:[Karla2003] on 10.0.0.124
New
Rename
*Only Enterprise DMZ will have these functions availble.
Apply
Close
DMZ Gateway service is running.

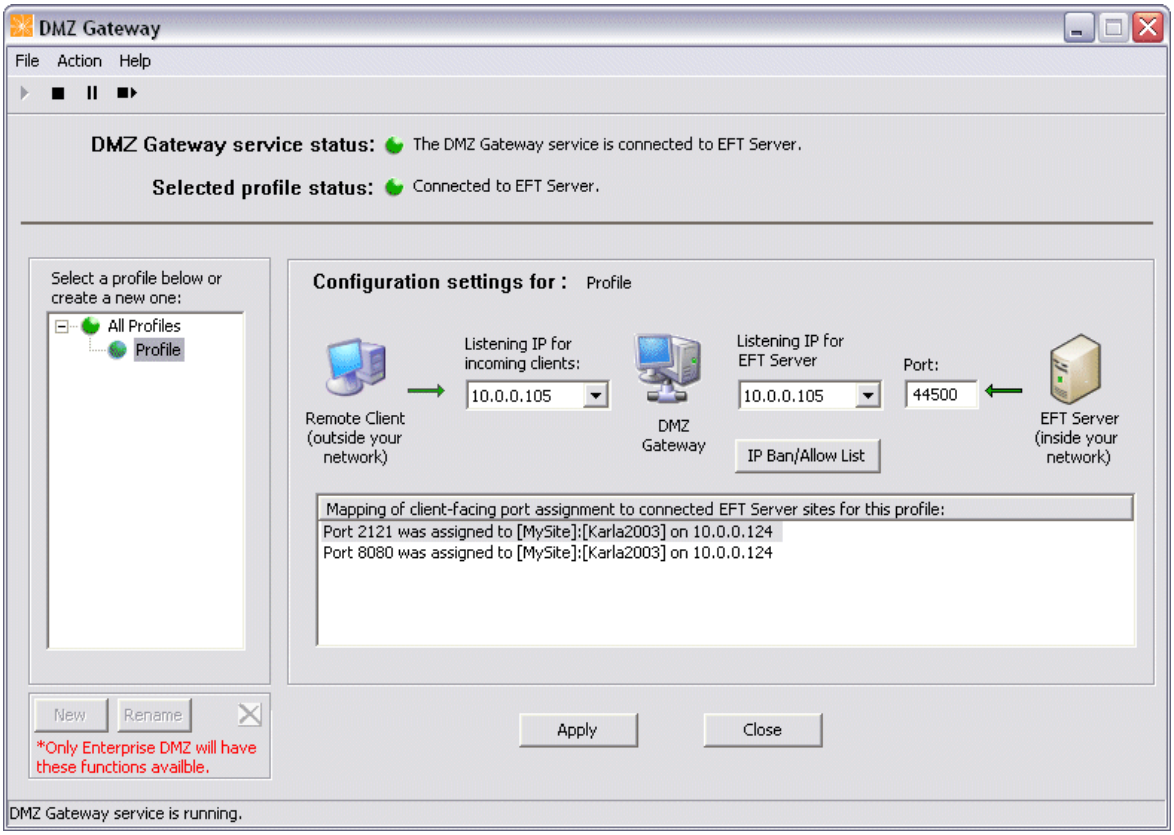
When the **Profile** node is selected in the Profile tree, the mapping box in the right pane displays the port assignments used by DMZ Gateway to connect to EFT Server. (The ability to create new profiles, rename profiles, and delete profiles is available in *DMZ Gateway Enterprise* only.)

CONFIGURING DMZ GATEWAY

Configuring DMZ Gateway includes specifying the listening IP address for incoming clients, specifying the listening IP address and port for EFT Server, and specifying the IP addresses that are allowed or denied access.

To configure DMZ Gateway

1. In the **Profiles** tree, click the default **Profile** or click **New** to create a new profile. (Creating a new Profile is available only in DMZ Gateway Enterprise.)


DMZ Gateway
File Action Help
DMZ Gateway service status: The DMZ Gateway service is connected to EFT Server.
Selected profile status: Connected to EFT Server.
Select a profile below or create a new one:
All Profiles
Profile
Configuration settings for : Profile
Remote Client (outside your network)
Listening IP for incoming clients:
10.0.0.105
DMZ Gateway
Listening IP for EFT Server
10.0.0.105
Port:
44500
EFT Server (inside your network)
IP Ban/Allow List
Mapping of client-facing port assignment to connected EFT Server sites for this profile:
Port 2121 was assigned to [MySite]:[Karla2003] on 10.0.0.124
Port 8080 was assigned to [MySite]:[Karla2003] on 10.0.0.124
New
Rename
*Only Enterprise DMZ will have these functions availble.
Apply
Close
DMZ Gateway service is running.

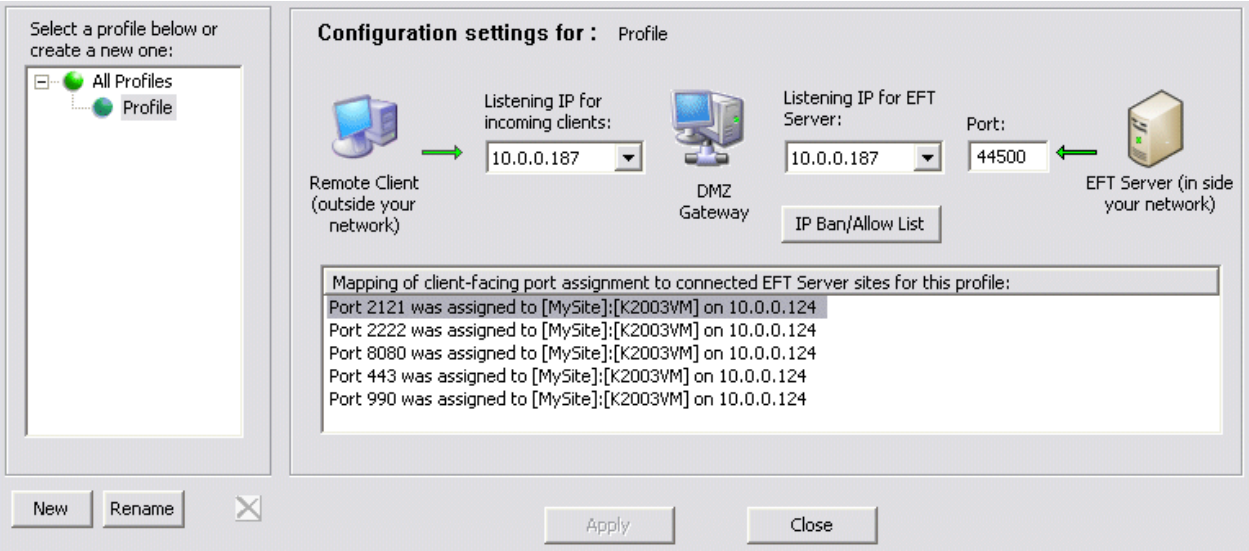
2. In right pane, in the **Listening IP for incoming clients** box, specify the IP address on which DMZ Gateway listens for connections or click **All Incoming**.
3. In the **Listening IP for EFT Server** and **Port** boxes, specify the IP address and port on which DMZ Gateway communicates with EFT Server, or click **All Incoming**.

The connection will be refused if the port is being used by another DMZ Gateway/Site or if the IP address is on the IP address ban list.

4. (Optional) All IP addresses are granted access by default. To grant or deny access to specific IP addresses, click **IP Ban/Allow List**. The **IP Ban/Allow List** dialog box appears. Refer to Controlling Access by IP Address for the procedure.
5. Click **Apply** to save the changes on DMZ Gateway. When you make changes to DMZ Gateway Server, you must stop and restart any Site connected to DMZ Gateway.

CREATING AND MANAGING PROFILES

DMZ Gateway has a default Profile for which you define the listening IP address and port of EFT Server and the IP address ban list. When DMZ Gateway (single-Site) connects, only the default Profile is displayed. DMZ Gateway Enterprise allows you to define multiple Profiles. The graphic to the right of the Profile list illustrates the mapping between systems.


Select a profile below or create a new one:
All Profiles
Profile
Configuration settings for : Profile
Remote Client (outside your network)
Listening IP for incoming clients:
10.0.0.187
DMZ Gateway
Listening IP for EFT Server:
10.0.0.187
Port:
44500
EFT Server (in side your network)
IP Ban/Allow List
Mapping of client-facing port assignment to connected EFT Server sites for this profile:
Port 2121 was assigned to [MySite]:[K2003VM] on 10.0.0.124
Port 2222 was assigned to [MySite]:[K2003VM] on 10.0.0.124
Port 8080 was assigned to [MySite]:[K2003VM] on 10.0.0.124
Port 443 was assigned to [MySite]:[K2003VM] on 10.0.0.124
Port 990 was assigned to [MySite]:[K2003VM] on 10.0.0.124
New
Rename
Apply
Close

When you open the DMZ Gateway Enterprise interface, it displays the configuration for the last profile modified or viewed the last time the interface was open. You can only create, rename, and delete Profiles in DMZ Gateway Enterprise.

When you create a profile, you assign the Listening IP address for the incoming clients and the Listening IP address and port for EFT Server. If an IP address is specified in the Profile's configuration settings (instead of All Incoming), and that IP address is not present on the system (e.g., the IP addresses are dynamic), the Profile is loaded in error, and the error is sent to the DMZ Gateway log and the Windows Event log.

To create profiles

1. Open the DMZ Gateway interface.
2. In the **Profiles** tree, click **New**. A new Profile appears in the tree.
3. Provide a name for the Profile. The name is limited to 128 characters, but only approximately the first 8 characters will be displayed without scrolling
4. Click **Apply**.
5. The DMZ Gateway interface automatically increments the port number by one. If you change it back to the same port and IP address as another profile, an error prompt appears. Click **OK** and then adjust the settings.

To rename a profile

1. Open the DMZ Gateway interface.
2. In the **Profiles** tree, click the Profile that you want to rename, then click **Rename**. The name becomes editable.
3. Provide a new name for the Profile, then press ENTER. The name in the tree updates and the name in the right pane after **Configuration Settings for** updates.
4. Click **Apply**.

To delete a profile

You cannot delete the Profile if it is the only Profile configured.

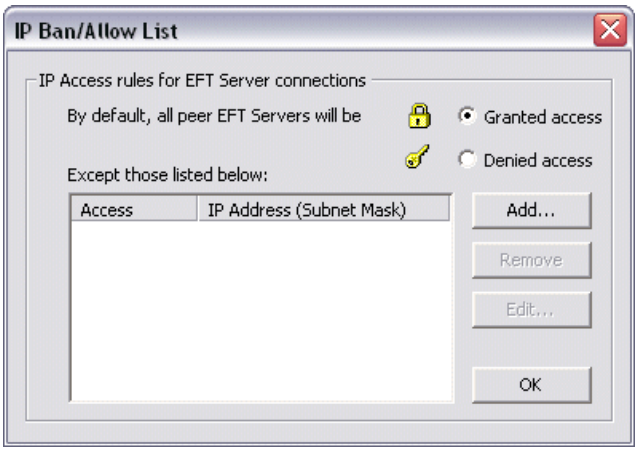
1. Open the DMZ Gateway interface.
2. In the **Profiles** tree, click the Profile that you want to delete, then click the delete icon . A confirmation message appears.
3. Click **Yes**. The Profile is removed from the tree.
4. Click **Apply**.

CONTROLLING ACCESS BY IP ADDRESS

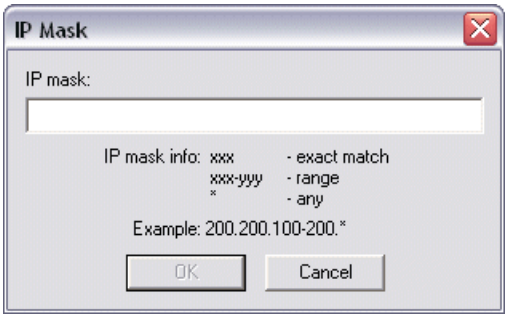
By default, all IP addresses are granted access to DMZ Gateway. You can grant access to only one specific IP address or a range of IP addresses, or deny access to one specific address or a range of addresses.

To grant/deny access by IP Address

1. In the Profile tree, click the default **Profile** or click **New** to create a new profile. (Creating a new Profile is available only in DMZ Gateway Enterprise.)
2. Click **IP Ban/Allow List**. The **IP Ban/Allow List** dialog box appears.



3. The dialog box displays the IP addresses that are granted or denied access. By default, all IP addresses are granted access, so when Granted access is selected, no exceptions are displayed below.
4. Click **Granted access** or **Denied access**.
   - If most IP addresses are *allowed* access, click **Granted access**, then add the exceptions.
   - If most IP addresses are *denied* access, click **Denied access**, then add the exceptions.
5. Click **Add**. The **IP Mask** dialog box appears.



6. Specify the IP address or range of IP addresses to which you are denying or granting access. You can use wildcards to select ranges of IP addresses.
7. Click **OK** to close the **IP Mask** dialog box. The IP address/mask appears in the exceptions list.
8. Click **OK** to close the **IP Access/Ban List** dialog box.
9. Click **Apply** to save the changes on DMZ Gateway.

MANAGING DMZ GATEWAY

After DMZ Gateway is installed and configured, you can view statistics of the DMZ Gateway service in the **Status** pane. The **Status** pane in the DMZ Gateway interface shows the size of items transferring through DMZ Gateway, and indicates whether DMZ Gateway is connected, not connected, running, or not running.

You can start, pause, restart, or stop the DMZ Gateway service on the DMZ Gateway main menu or toolbar.

To start the DMZ Gateway

- On the DMZ Gateway main menu, click **Action > Start** or click **Start** on the toolbar.

To pause the DMZ Gateway

- On the DMZ Gateway main menu, click **Action > Pause** or click **Pause** on the toolbar.

To restart the DMZ Gateway

- On the DMZ Gateway main menu, click **Action > Restart** or click **Restart** on the toolbar.

To stop the DMZ Gateway

- On the DMZ Gateway main menu, click **Action > Stop** or click **Stop** on the toolbar.

When you make changes to DMZ Gateway, you must stop and restart any Site connected to the Gateway.

In the Windows **Services** dialog box, the service is called **GlobalSCAPE Gateway**, and in the Task Manager, it is called **GWService.exe**. The DMZ Gateway interface is called **GWAdmin.exe** in the Task Manager.

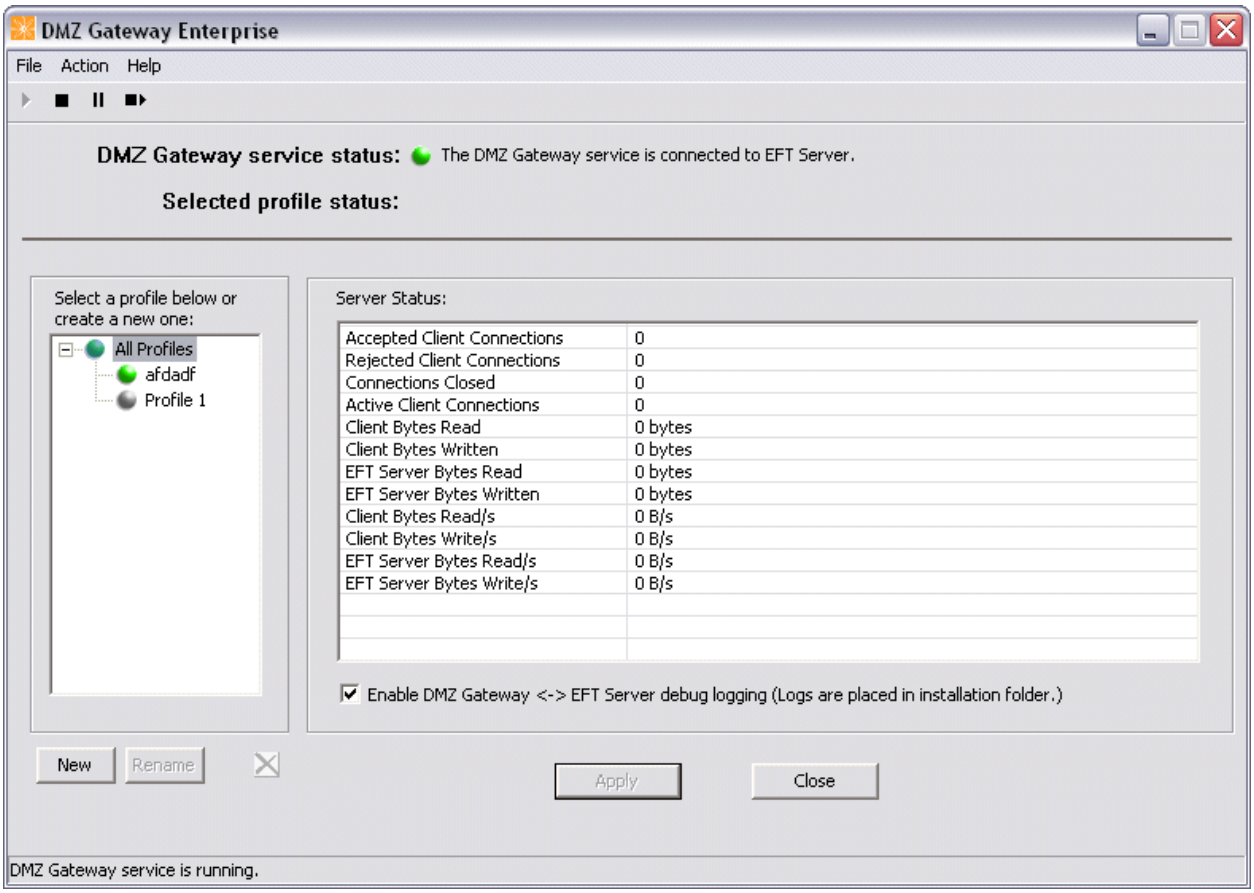
DMZ GATEWAY STATUS

The top pane of the DMZ Gateway interface displays the DMZ Gateway service status and the selected profile's status. The pane displays:

- When DMZ Gateway service is stopped.
- When DMZ Gateway service is running but no Site is connected to the selected profile.
- When DMZ Gateway service is running and there is a Site connected to the profile and a port is assigned.
- When DMZ Gateway service is running and there is a Site connected to the profile, but no port is assigned.

DMZ Gateway Enterprise
File Action Help
DMZ Gateway service status: The DMZ Gateway service is connected to EFT Server.
Selected profile status: Connected to EFT Server.

When the **All Profiles** node is selected, as shown below, the **Server Status** area displays the size of items transferring through DMZ Gateway. (Because **All Profiles** is selected, no status appears in the Selected profile status area.)


DMZ Gateway Enterprise
File Action Help
DMZ Gateway service status: The DMZ Gateway service is connected to EFT Server.
Selected profile status:
Select a profile below or create a new one:
All Profiles
afdadf
Profile 1
Server Status:
Accepted Client Connections 0
Rejected Client Connections 0
Connections Closed 0
Active Client Connections 0
Client Bytes Read 0 bytes
Client Bytes Written 0 bytes
EFT Server Bytes Read 0 bytes
EFT Server Bytes Written 0 bytes
Client Bytes Read/s 0 B/s
Client Bytes Write/s 0 B/s
EFT Server Bytes Read/s 0 B/s
EFT Server Bytes Write/s 0 B/s
Enable DMZ Gateway <-> EFT Server debug logging (Logs are placed in installation folder.)
New
Rename
Apply
Close
DMZ Gateway service is running.

Server statistics include:

- Accepted Client Connections
- Rejected Client Connections
- Connections Closed
- Active Client Connections
- Client Bytes Read
- Client Bytes Written
- EFT Server Bytes Read
- EFT Server Bytes Written
- Client Bytes Read/s
- Client Bytes Written/s
- EFT Server Bytes Read/s
- EFT Server Bytes Written/s

When the **All Profiles** node is selected, a check box appears at the bottom of the right pane that allow you to enable or disable debug logging.

DMZ GATEWAY LOGGING

The following events are logging to the Windows Event log:

- When the DMZ Gateway service is started.
- When the DMZ Gateway service is started.
- When an EFT Server attempt to bind to a port fails.
- When the DMZ Gateway is unable to start the listener due to an IP address change.

A log file, **DMZActivity.log**, is created in the installation root directory for the current DMZ Gateway session. The log file records the DMZ Gateway service starting and stopping time (the time on EFT Server computer) and EFT Server connection requests.

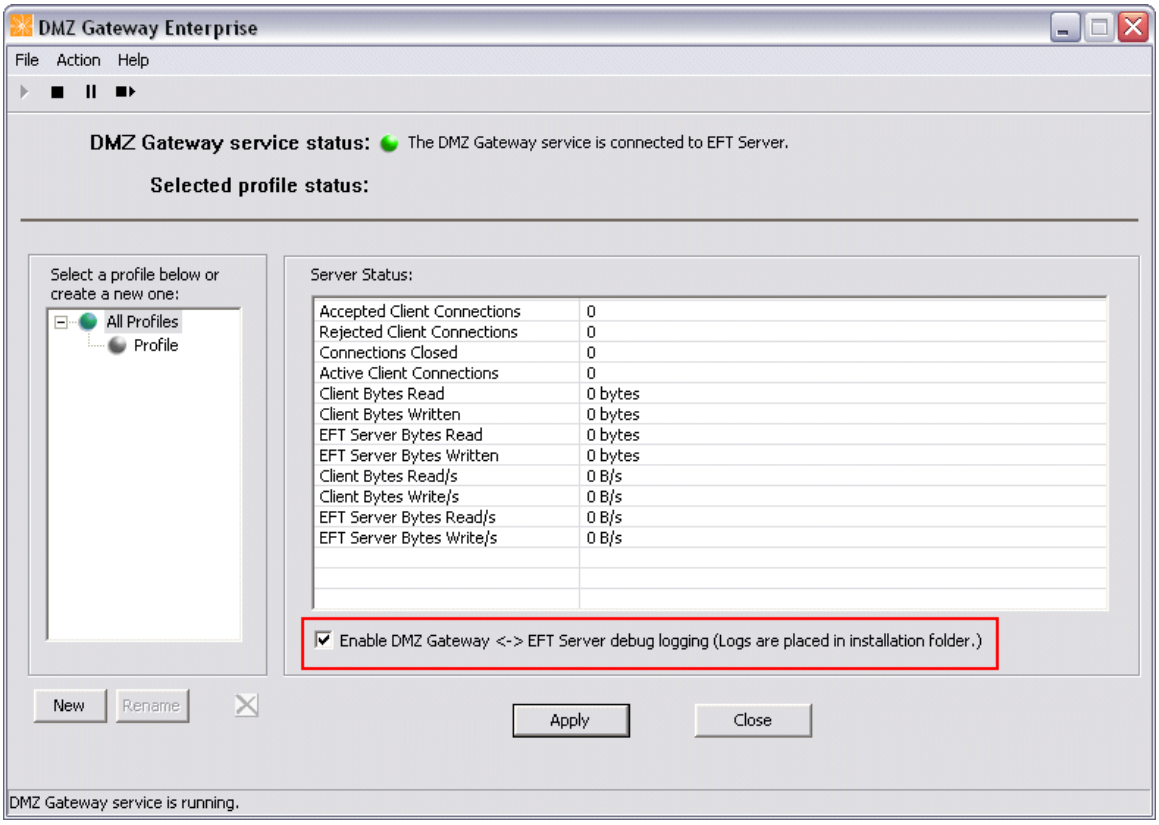
The DMZ Gateway <-> EFT Server connection activity can be logged in the log file if the registry entry of `DMZ_ROOT/Settings/Use activity log` exists with a value of `yes`. This registry setting can be changed in the DMZ Gateway Administrator interface by selecting the **Enable DMZ Gateway <-> EFT Server debug logging**.

You can also configure the registry setting manually by running the scripts **DMZActivityLogSetting_ON.reg** or **DMZActivityLogSetting_OFF.reg**, found in the installation directory:

By default, each log file has maximum size of j1024*1024, and 10 rotation files are used for archiving. The rotation files are named **DMZActivity.log_#** where **#** is the number of the archive, 1 through 10. After the 10th log file reaches its maximum size, numbering starts again with number 1. If you want to create EFT Server Rules to clean up the archives, be sure you specify the cleanup by date and use a wildcard for the number. (For example, **DMZActivity.log_*)** You can edit the log file name and location, maximum file size, number of files to be used for archiving, and so on in the logging configuration file, **logging.cfg** in the installation directory. The log content is compliant with W3C convention. See the Log Example, below.

To log connection activity to the file

1. Open the DMZ Gateway Administrator interface.
2. In the Profile list, click **All Profiles**. The **Server Status** appears in the right pane.


DMZ Gateway Enterprise
File Action Help
DMZ Gateway service status: The DMZ Gateway service is connected to EFT Server.
Selected profile status:
Select a profile below or create a new one:
All Profiles
Profile
Server Status:
Accepted Client Connections 0
Rejected Client Connections 0
Connections Closed 0
Active Client Connections 0
Client Bytes Read 0 bytes
Client Bytes Written 0 bytes
EFT Server Bytes Read 0 bytes
EFT Server Bytes Written 0 bytes
Client Bytes Read/s 0 B/s
Client Bytes Write/s 0 B/s
EFT Server Bytes Read/s 0 B/s
EFT Server Bytes Write/s 0 B/s
Enable DMZ Gateway <-> EFT Server debug logging (Logs are placed in installation folder.)
New
Rename
Apply
Close
DMZ Gateway service is running.

3. Select the **Enable DMZ Gateway <-> EFT Server debug logging** check box.
4. Click **Apply** to save the changes.
5. Stop the DMZ Gateway service, then restart it to verify that the log is created.

LOG EXAMPLE

The following is a capture of DMZ Gateway session. The number in front of each line is not part the of log, but is for commenting purposes. Refer to the description of each line below the log.

The fields displayed in the log (as shown in line 3 of the log) are:

- time
- status 0 = failure 1=success
- rs-ip = remote EFT Server IP:Port
- rs-comment = remote EFT Server comments
- s-ip = Gateway IP:port
- s-comment = Gateway comments
- c-ip = Client facing (in Gateway) IP:Port
- c-comment = Client facing (in Gateway) comments

```
------------------------------------ Start ----------------------------
1: #Version: 1.0
2: #Date: 15-Dec-2008
3: #Fields: time status rs-ip rs-comment s-ip s-comment c-ip c-comment
4: 2008-12-15 15:19:22 1 - - 10.0.0.159:44500 Listener+started - -
5: 2008-12-15 15:19:22 1 - - 10.0.0.138:44501 Listener+started - -
6: 2008-12-15 15:19:22 1 10.0.0.159:0 MySite@gs0022+Connected 10.0.0.159:44500 Connected 10.0.0.138:8080
Assigned
7: 2008-12-15 15:19:23 1 10.0.1.5:0 MySite@XPP-EFT6+Connected 10.0.0.138:44501 Connected 10.0.0.159:21
Assigned
8: 2008-12-15 15:19:23 1 10.0.1.5:0 MySite@XPP-EFT6+Connected 10.0.0.138:44501 Connected 10.0.0.159:80
Assigned
```

```
9: 2008-12-15 15:19:23 1 10.0.1.5:0 MySite@XPP-EFT6+Connected 10.0.0.138:44501 Connected 10.0.0.159:443
Assigned

10: 2008-12-15 15:21:02 1 10.0.0.174:0 MySite@rename 10.0.0.159:44500 Outbound-only+proxy  - -

11: 2008-12-15 15:21:41 1 10.0.0.174:0 MySite@rename+Outbound-only+connection+deleted 10.0.0.159:44500
Connection+deleted   - -

12: 2008-12-15 15:22:15 1 10.0.0.174:0 MySite@rename10.0.0.159:44500 Outbound-only+proxy - -

13: 2008-12-15 15:23:51 0 10.0.1.5:0 Test@XPP-EFT610.0.0.138:44501 - 10.0.0.159:21 Port+in+use

14: 2008-12-15 15:23:51 0 10.0.1.5:0 Test@XPP-EFT610.0.0.138:44501 - 10.0.0.159:80 Port+in+use

15: 2008-12-15 15:26:04 1 10.0.0.174:0 MySite@rename+Outbound-only+connection+deleted 10.0.0.159:44500
 Connection+deleted - -

16: 2008-12-15 15:34:55 0 10.0.0.174:0 Request+from+site+MySite-
SMB+on+computer+rename+is+denied!+Baseline+EFT+Server+tried+to+connect+to+Enterprise+DMZ.  10.0.0.159:44500
Failed - -

17: 2008-12-15 15:36:08 1 10.0.0.159:0 MySite@gs0022+Deleted 10.0.0.159:44500 Connection+deleted
10.0.0.138:8080 Deleted

18: 2008-12-15 15:36:08 1 10.0.1.5:0 MySite@XPP+Deleted 10.0.0.138:44501 Connection+deleted 10.0.0.159:21
Deleted

19: 2008-12-15 15:36:08 1 10.0.1.5:0 MySite@XPP+Deleted 10.0.0.138:44501 Connection+deleted 10.0.0.159:80
Deleted

20: 2008-12-15 15:36:08 1 10.0.1.5:0 MySite@XPP+Deleted 10.0.0.138:44501 Connection+deleted 10.0.0.159:443
Deleted

21: 2008-12-15 15:36:08 1 - - - DMZ+Gateway+Server+Closed. - -

22: 2008-12-15 15:36:08 1     - - - DMZ+Gateway+Shutdown. - -

23:

24:

25: 2008-12-15 15:36:12 1 - - 10.0.0.159:44500 Listener+started - -

26: 2008-12-15 15:36:12 1 - - 10.0.0.138:44501 Listener+started - -

27: 2008-12-15 15:36:12 1 10.0.1.5:0 MySite@XPP-EFT6+Connected 10.0.0.138:44501 Connected 10.0.0.159:21
Assigned
```

```
28: 2008-12-15 15:36:12 1 10.0.1.5:0 MySite@XPP-EFT6+Connected 10.0.0.138:44501 Connected 10.0.0.159:80
Assigned
29: 2008-12-15 15:36:12 1 10.0.1.5:0 MySite@XPP-EFT6+Connected 10.0.0.138:44501 Connected 10.0.0.159:443
Assigned
30: 2008-12-15 15:36:12 0 10.0.1.5:0 Test@XPP-EFT6 10.0.0.138:44501 - 10.0.0.159:21Port+in+use
31: 2008-12-15 15:36:12 0 10.0.1.5:0 Test@XPP-EFT6 10.0.0.138:44501 - 10.0.0.159:80Port+in+use
32: 2008-12-15 15:36:13 1 10.0.0.159:0 MySite@gs0022+Connected 10.0.0.159:44500 Connected 10.0.0.138:8080
Assigned
-----------------------------------------------END---------------------------------
```

Line 1-3: The header that only appears once in the log file

Line 4-5: DMZ Gateway listener (for EFT, PNC) starts. Two listeners from two configurations in this example

Line 6: EFT Server on GS0022 connected properly; Only one site and one protocol in this example

Line 7-9: EFT Server on XPP-EFT6 connected properly; One site and three protocols in this example

Line 10: EFT Server on rename connected; No port is requested and so DMZ Gateway acts as outbound-only proxy

Line 11: EFT Server on rename disconnected

Line 12: EFT Server on rename re-connected again

Line 13-14: A 2nd site (Test) in XPP-EFT6 tried to connect, but both the ports has been occupied [Site MySite from the same EFT Server]

Line 15: EFT Server on rename disconnected again

Line 16: EFT Server (non-Enterprise version) on 10.0.0.174 tried to connect and is denied by DMZ Gateway Enterprise

Line 17: EFT Server on GS0022 disconnected

Line 18-20: MySite from EFT Server on 10.0.1.5 disconnected

Line 21-22: DMZ Gateway shutdown

Line 23-24: When EFT Server restarts, it checks the existence and the size of the log file. If the file exists and has content, the header will NOT be repeated, but print a blank line instead

Line 25-32: The restarted DMZ Gateway connects to EFT Servers

For detailed information about W3C Extended Log File Format, refer to http://www.w3.org/TR/WD-logfile

DMZ GATEWAY AND EFT SERVER COMMUNICATION

The topics below provide details of DMZ Gateway and EFT Server Communication and special configurations.

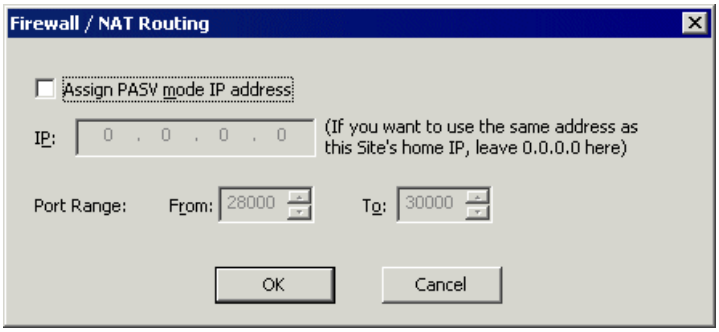
ENABLING DMZ GATEWAY IN EFT SERVER

You can enable DMZ Gateway when you create the Site or enable it later in the EFT Server Administrator. In the Site Setup wizard for both standard and High Security Sites, EFT Server displays the **Perimeter Security** configuration page that asks whether you will be using DMZ Gateway Server, and allows you to enter the DMZ Gateway IP address and port number. If **Connect this site to EFT Server's DMZ Gateway** is selected when you are creating a Site in the Site Setup wizard, EFT Server attempts to establish a socket connection to DMZ Gateway when you click **Next**.

- If the socket connection fails, a message appears in which you are allowed to provide the DMZ Gateway information again or disable DMZ Gateway and continue without it. (You can attempt to configure it again later.)
- If the socket connection is successful, EFT Server applies the settings and continues with Site setup.
- If you attempt to connect DMZ Gateway Enterprise to EFT Server (basic), an error message will appear stating that you are using the wrong edition of DMZ Gateway.

To enable DMZ Gateway in EFT Server Administrator

1. In EFT Server Administrator, connect to EFT Server and click the **Server** tab.
2. Click the node of the Site you want to connect with the DMZ Gateway, then click the **Gateway** node.
3. In the right pane, the **DMZ Gateway** tab appears.
4. Select the **Enable the DMZ Gateway as a proxy** check box.
5. Specify the IP address and the port number of the DMZ Gateway to which you are connecting. The default port is 44500. The connection will be refused if the port is being used by another DMZ Gateway/Site or if the IP address is on the IP address ban list.)
6. In the **Protocols** area, select the check boxes for the protocols and the ports that DMZ Gateway will use. This is a separate configuration from the ports that EFT Server uses. For example, you could use port 21 for FTP traffic for EFT Server, but port 14421 for FTP traffic through the DMZ Gateway.
7. If you are using DMZ Gateway with a PASV mode IP address, click **PASV settings**. The **Firewall/NAT Routing** dialog box appears.



   a. Select the **Assign PASV mode IP address** check box, then specify the IP address and port range.
   b. Click **OK**.

8. Click **Apply** to save the changes on EFT Server.
9. Establish a new connection with EFT Server by stopping and restarting connected Sites.
    a. In the left pane, click the Site node.
    b. In the right pane, click the **General** tab.
    c. Click **Stop**. The **Site Status** area displays "Stopped" with a red ball icon.
    d. Click **Start**. The **Site Status** area displays "Running" with a green ball icon.

TROUBLESHOOTING DMZ GATEWAY COMMUNICATION

There are a variety of configurations that can prevent the EFT Server and DMZ Gateway from communicating. For example, if the DMZ Gateway computer's firewall is blocking connections, EFT Server will not be able to connect to DMZ Gateway.

If the status icon in DMZ Gateway does not change color to green indicating a successful connection, verify the following:

1. Verify that the services for both EFT Server and DMZ Gateway are started. (Look in the Services dialog box in the Windows Control Panel or the Task Manager.)
2. If you make changes in DMZ Gateway, make sure to click **Apply**. Stop and then restart the service and/or the Site after making changes.
3. Verify that the IP address for EFT Server is not blocked in DMZ Gateway's **IP Access Exception** list. By default all IP addresses are granted access until you block or allow specific addresses. (Refer to Configuring DMZ Gateway for the procedure for blocking/unblocking IP addresses.)
4. Verify that EFT Server can reach the IP address that DMZ Gateway is listening on.
5. If you made configuration changes in EFT Server, especially connection settings (protocols allowed, ports, etc.), make sure to stop and then restart EFT Server service. Once restarted, make sure EFT Server is running (listening for new connections) and that the Gateway remains enabled.
6. Verify that the DMZ Gateway settings in EFT Server have the proper IP address and port for the Gateway and that the allowed protocols and ports have been defined for allowed incoming client connections to the Gateway.
7. Try pinging from EFT Server computer to the DMZ Gateway computer and from the DMZ Gateway computer to EFT Server computer. If you cannot connect, verify that there is no firewall that would block connections.

If a connection between EFT Server and DMZ Gateway is indicated, but clients cannot connect to EFT Server through the Gateway, verify that you can connect to EFT Server using a client account from within your network.

- If you can connect to EFT Server using a client account from within your network, it indicates something is not configured properly in the DMZ Gateway settings, either in DMZ Gateway or in EFT Server. Verify that EFT Server and DMZ Gateway are connected (see above) and that, in EFT Server<--> Gateway configuration settings, the correct protocols and ports are specified for incoming client connections to the Gateway. These are the ports on which external clients will connect to the Gateway. If no protocol is enabled or the wrong port is defined, clients will not be able to connect to the Gateway.
- If you can connect to EFT Server using a client account from within your network, then there is a configuration issue in EFT Server. Review your configuration of user accounts and connection settings.

ROUTING AS2 TRAFFIC THROUGH DMZ GATEWAY

Using the DMZ Gateway as proxy is available only in the Enterprise version of EFT Server.

You can configure Event Rules to cause AS2 traffic to route through the DMZ Gateway using the **AS2 Send file to host** Action. **(Available in EFT Server Enterprise)** You can use the **AS2 Send File to host** Action in the Folder Monitor, Timer, and all file-based Events.

To route AS2 traffic through DMZ Gateway

1. Create a new Event Rule, such as a File Uploaded event. (If necessary, refer to *Creating Event Rules* in the EFT Server documentation.)
2. Add the **AS2 Send file to host** Action to the Rule, then click the file or host link. The **AS2 Send File** dialog box appears.
3. In the **AS2 Send File** dialog box, specify trading partner profile to use or define the trading partner options.
4. Add the **Copy/Move File to Host** Action to the Rule.

5. In the **Rule** pane, click one of the undefined parameters (e.g., '%FS.PATH%'). The **Offload Action Wizard** appears.
6. Follow the instructions in Using DMZ Gateway as an Outbound Proxy to define the Rule.

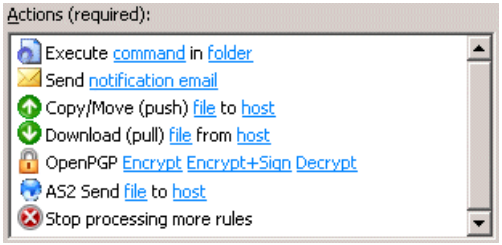
USING DMZ GATEWAY AS AN OUTBOUND PROXY

Using the DMZ Gateway as proxy is available only in the Enterprise version of EFT Server.

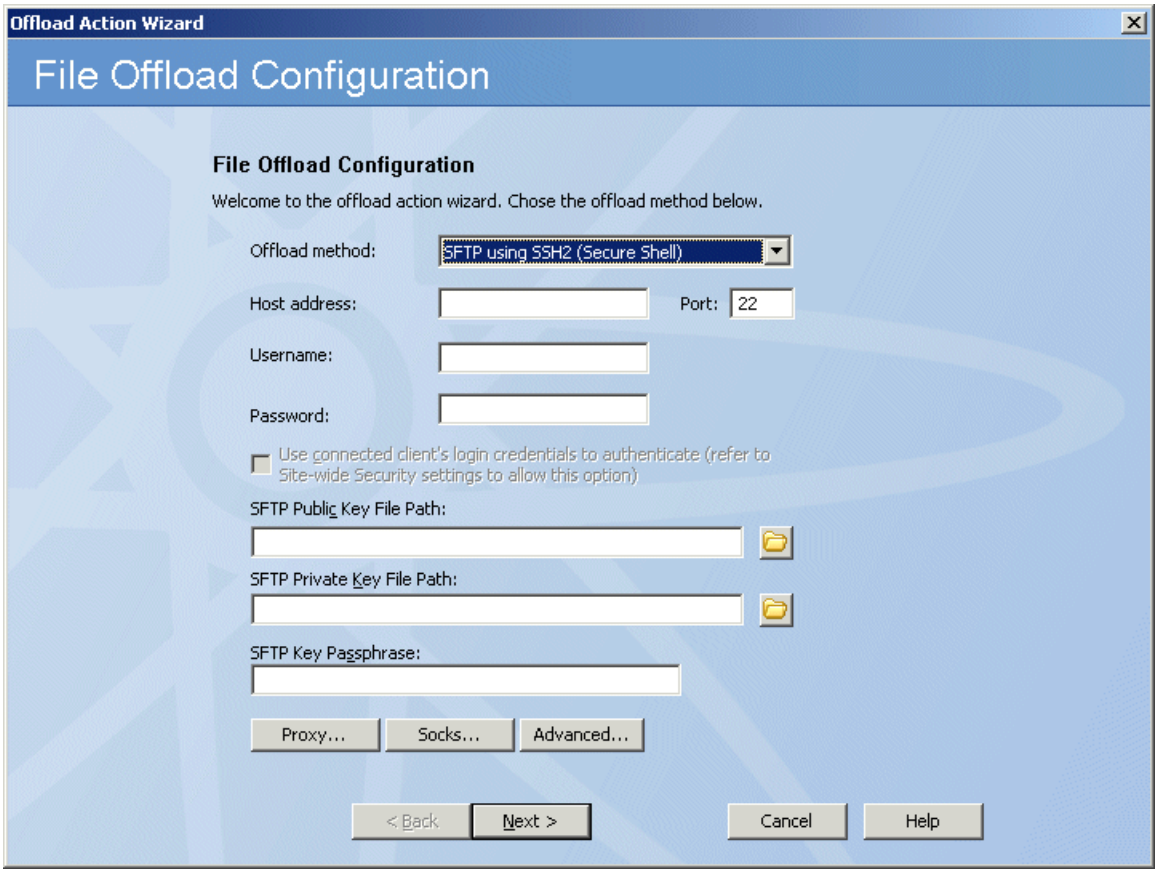
DMZ Gateway's primary use is as an inbound proxy. Outbound connections that originate from EFT Server Enterprise will route through normal network mechanisms to reach the destination; however, it is possible to configure EFT Server's Event Rules using the **Copy/Move file to host** Action to use the DMZ Gateway Enterprise as an outbound proxy.

To configure an Event Rule to use DMZ Gateway Enterprise as an outbound proxy

1. Follow the procedure in *Creating Event Rules*, or select the rule to which you want to add the Action. For example, create a *Scheduler (Timer) Event*.
2. In the right pane, in the **Actions** list, click **Copy/Move (push) file to host**.

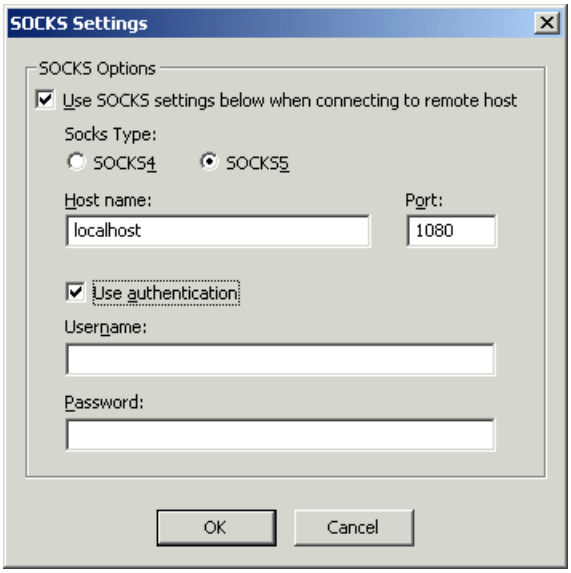
   
   Actions (required):
Execute command in folder
Send notification email
Copy/Move (push) file to host
Download (pull) file from host
OpenPGP Encrypt Encrypt+Sign Decrypt
AS2 Send file to host
Stop processing more rules
3. In the **Rule** pane, click one of the undefined parameters (e.g., '%FS.PATH%').

The **Offload Action Wizard** appears.



4. On the **Offload method** box, specify a protocol type for the connection: Local (Local File or LAN), FTP (standard File Transfer Protocol), FTP SSL/TLS (AUTH TLS), FTP with SSL (Explicit encryption), FTP with SSL (Implicit encryption), SFTP using SSH2 (Secure Shell), HTTP (HyperText Transfer Protocol), HTTPS (Secure HTTP access).
5. If you chose anything but **Local** do the following; otherwise, skip to step 12.
   a. In the **Host address** box, type the IP address.
   b. The **Port** number for the selected protocol changes automatically based on the offload method. Provide a different port number, if necessary.
   c. Provide the **Username** and **Password** needed to establish the connection.
6. Select the **Use connected client's login credentials to authenticate** check box if you want to use the local system account to authenticate.
7. If you chose **SFTP**:
   a. In the **SFTP Public Key File Path** box, type the path or click the open icon to browse to and select the path.
   b. In the **SFTP Private Key File Path** box, type the path or click the open icon to browse to and select the path.
   c. In the **SFTP Key Passphrase** box, provide the key's passphrase.

8. If are connecting to a remote host through a SOCKS server, click **SOCKS**.



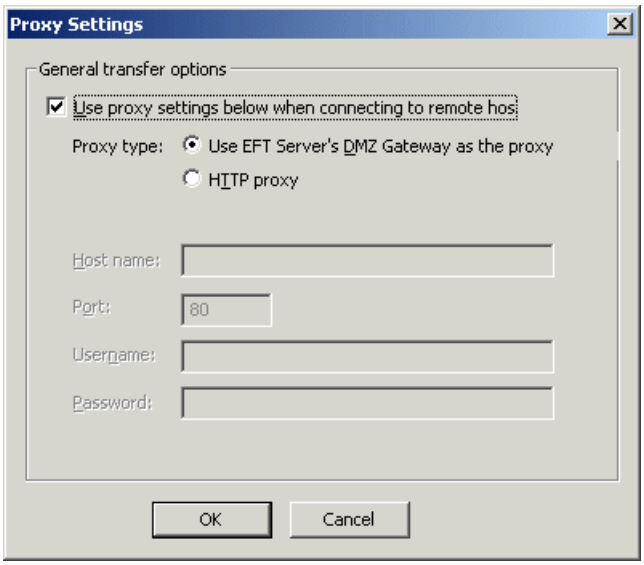
   a. Specify the **Socks Type** (SOCKS4 or SOCKS5).

   b. Specify the **Host name** and **Port**.

   c. If you specified SOCKS5 and EFT Server requires authentication, select the **Use Authentication** check box, then provide a **Username** and **Password**.

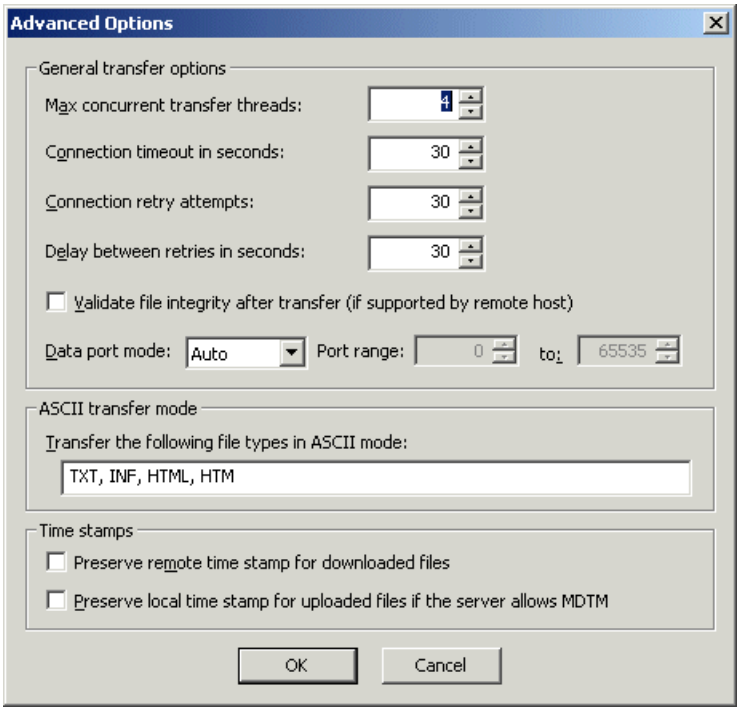
   d. Click **OK** to return to the **Offload Action Wizard**.

9. Click **Proxy**.



10. Select the **Use proxy settings below when connecting to remote host** check box, click **Use EFT Server's DMZ Gateway as the proxy**, then click **OK** to close the **Proxy Settings** dialog box.

11. To specify transfer options and time stamps, click **Advanced**. The **Advanced Options** dialog box appears.



a. In the **General transfer options** area, you can provide more control over **Max concurrent transfer threads**, **Connection timeout**, **Connection retry attempts**, and **Delay between retries**. When files are being transferred with Event Rules (copy/move), if there are connection problems (e.g., the network is unavailable), EFT Server will attempt to establish a connection the number of times specified in **Connection retry attempts**. When EFT Server is able to re-establish the connection, it continues to transfer the file even if there are multiple interruptions.

b. Select the **Validate file integrity after transfer** check box to specify that EFT Server should double check binary files to ensure the files downloaded completely and correctly.

c. In the **Data port mode** box, click the drop-down list and select one of the following:

- **Auto** - (selected by default) EFT Server initially makes connections in PASV mode. If the PASV connection fails, EFT Server attempts to connect in PORT mode automatically.
- **PASV** - Helps avoid conflicts with security systems. PASV support is necessary for some firewalls and routers, because with PASV, the client opens the connection to an IP Address and port that EFT Server supplies.
- **PORT** - Use PORT when connections or transfer attempts fail in PASV mode, or when you receive data socket errors. When a client connects using PORT, EFT Server opens a connection to an IP address and port that the client supplies. If you select Port, specify the Port range.

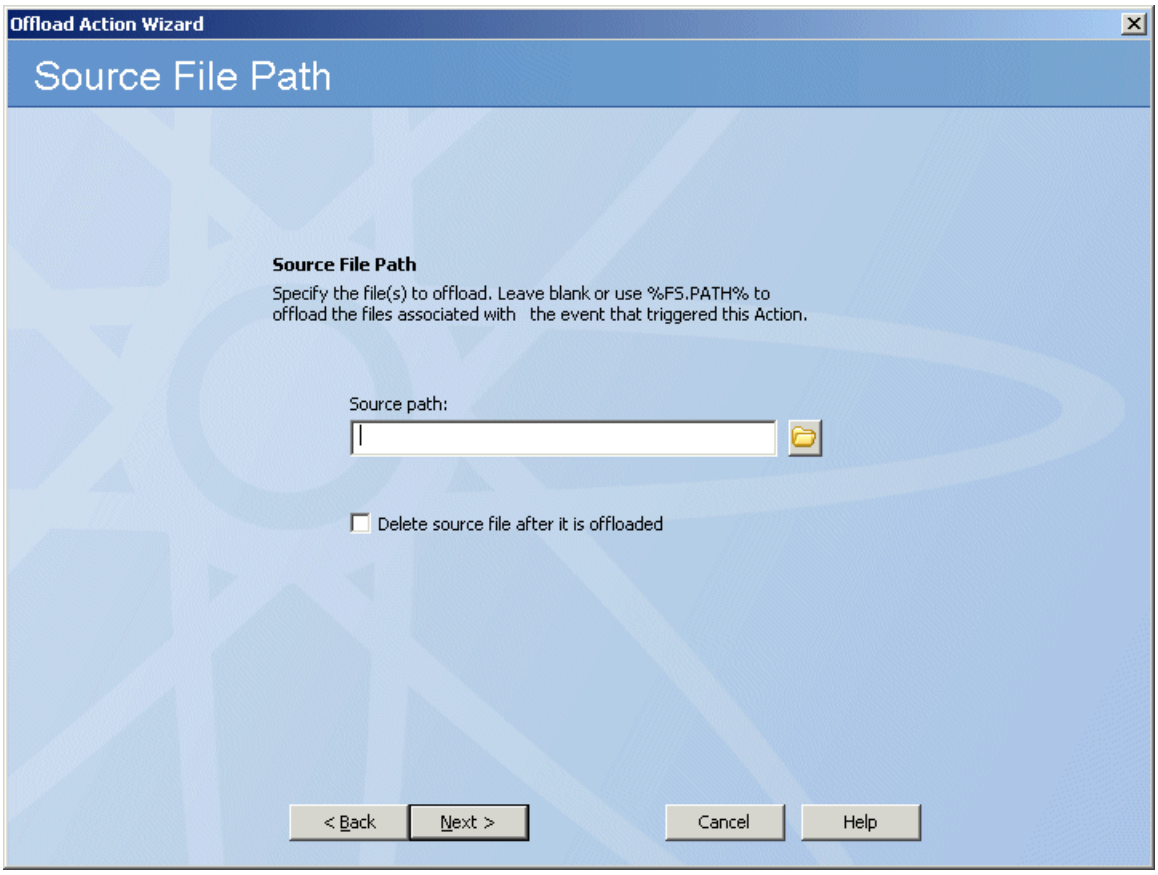
d. In the **ASCII transfer mode** area, specify the file types that can be transferred. TXT, INF, HTML, and HTM are specified by default.

e. In the **Time stamps** area, select one of the following:

- **Select** the **Preserve remote time stamp for downloaded files** check box to keep a downloaded file's time stamp the same on the local computer as it is on EFT Server.
- **S**elect the **Preserve the local time stamp for uploaded files** if EFT Server allows MDTM check box to keep an uploaded file's time stamp the same on EFT Server as it is on the local computer.

f. Click **OK**.

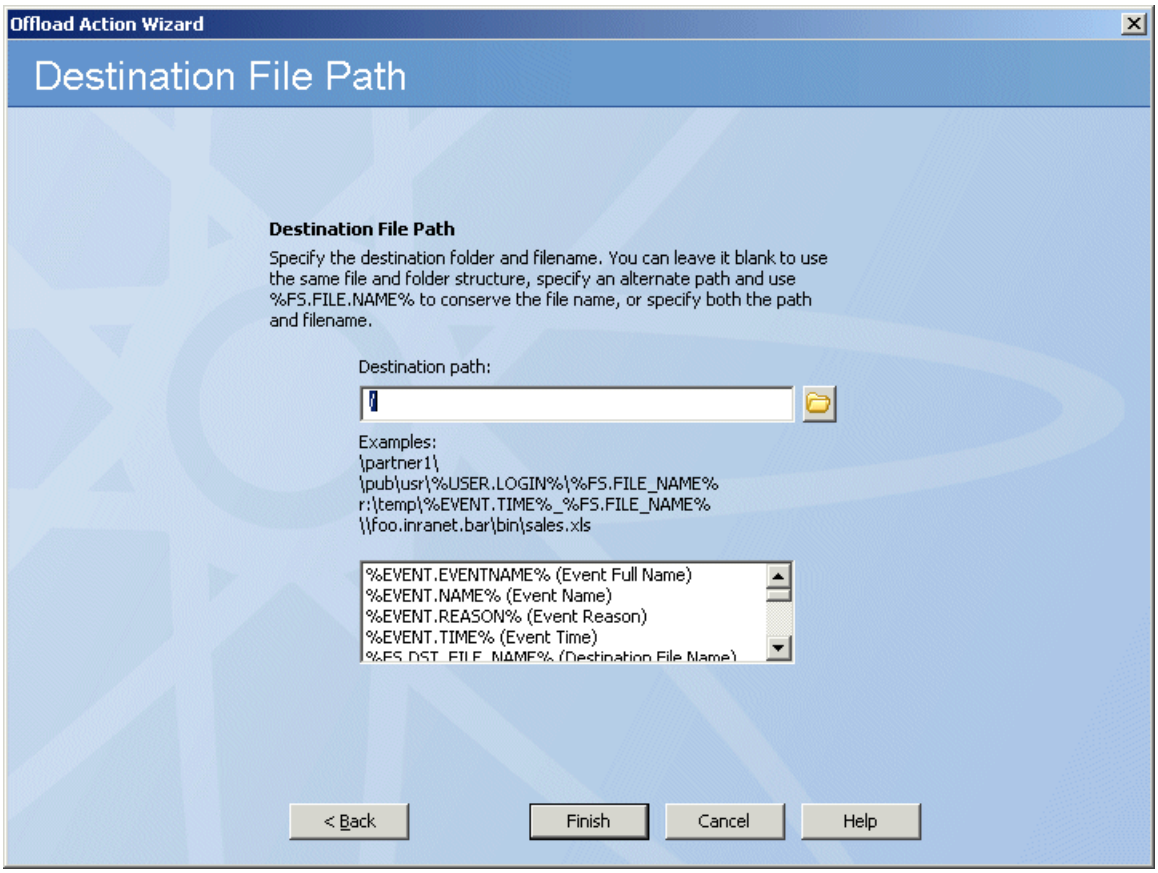
12. Click **Next**. The **Source File Path** page appears.


Offload Action Wizard
Source File Path
Source File Path
Specify the file(s) to offload. Leave blank or use %FS.PATH% to offload the files associated with the event that triggered this Action.
Source path:
Delete source file after it is offloaded
< Back
Next >
Cancel
Help

13. In the **Source path** box, provide the path to the file(s) that you want to offload. (No validation is performed.) For example, type:
`/pub/usr/jsmith/file.txt or \\mydomain\common\jsmith\file.txt`

14. If you want to **Delete source file after it has been offloaded**, select the check box.

15. Click **Next**. The **Destination File Path** page appears.


Offload Action Wizard
Destination File Path
Destination File Path
Specify the destination folder and filename. You can leave it blank to use the same file and folder structure, specify an alternate path and use %FS.FILE.NAME% to conserve the file name, or specify both the path and filename.
Destination path:
Examples:
\partner1\
\pub\usr\%USER.LOGIN%\%FS.FILE_NAME%
r:\temp\%EVENT.TIME%_%FS.FILE_NAME%
\\foo.inranet.bar\bin\sales.xls
%EVENT.EVENTNAME% (Event Full Name)
%EVENT.NAME% (Event Name)
%EVENT.REASON% (Event Reason)
%EVENT.TIME% (Event Time)
< Back
Finish
Cancel
Help

16. In the **Destination path** box, click the open icon and specify the location in which to save the offloaded file. (No validation is performed.)

    You can also specify variables, such as `\pub\usr\%USER.LOGIN%\%FS.FILE.NAME%`.

    In the **Variables** box, double-click the variable(s) that you want to add to the path.

17. Click **Finish** then click **Apply** to save the changes on EFT Server and/or add other Actions and Conditions to the Rule.

If you are copying or moving the file to another location, and the file upload is a regularly occurring event with a file of the same name, in the **Offload Action** wizard, add the variables `%EVENT.DATESTAMP%` and/or `%EVENT.TIMESTAMP%` to the path so that the date (YYYYMMDD) and/or time (HHMMSS) are added to the filename when it is moved/copied. Do ***not*** use `%EVENT.TIME%`, because the colon (e.g., `28 Aug 07 10:01:56`) makes it unsuitable for file naming.

For example, in the **Offload Action wizard**, in the **Destination path** box, provide the path and variables. For example, type:

```
C:\Documents and Settings\Administrator\My
Documents\upload/%EVENT.DATESTAMP%_%EVENT.TIMESTAMP%_%FS.FILE_NAME%
```

With this path and variables, when a file is uploaded to the monitored folder, the file is moved to \My Documents\upload and the date and time are prepended to the filename. For example, 20080422_101212_mydailyprogress.doc.

To create a custom authentication method for a proxy server

1. In the **Advanced Proxy Settings** dialog box, click **Custom**, then specify the login sequence in the text box using the following variables:
    - %host% - sends the host name you typed in the Proxy server options dialog box.
    - %user% - sends the user name you typed in the Proxy server options dialog box.
    - %pass% - sends the password you typed in the Proxy server options dialog box.
    - %port% - sends the port number you typed in the Proxy server options dialog box.
    - %fire_pass% - sends the password you typed in the Proxy server options dialog box as authentication for the firewall.
    - %fire_user% - sends the user name you typed in Proxy server options dialog box as authentication for firewall.
2. Type each variable with percent signs before and after.
3. Press ENTER to separate commands.
4. Type any other commands and variables, separating commands with a line break (press ENTER).
5. Click **OK**.

Contact your system administrator for the proper Host name, Port, User name, Password, and proxy type, as well as any required advanced authentication methods.

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DMZ Gateway Version 2

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